

MEETING MINUTES



MEETING **City of Guelph Accessibility Advisory Committee**

DATE Tuesday, March 8, 2011

LOCATION City Hall – Caucus Room

TIME 3:00 – 5:00 p.m.

CHAIR: Paul Reeve

PRESENT: Jennifer Popkey Bergen, Mary Grad, Paul Reeve, Carin Headrick, Laurie Lanthier, Julia Phillips, Doug Grove, Janice Pearce Faubert, Leanne Warren (Liaison/Minutes),

REGRETS: Jane McNamee Tanya Davies, Cathy McCormack, Tom Goettler, Cory Chisholm, Sharon Van Manen (Leave)

ITEM #	DESCRIPTION
--------	-------------

1	Welcome
2	Approval of the Agenda Motion: Janice 2nd: Mary All in favour, Carried
2	Approval of Minutes of December 21, 2010 Motion: Doug 2nd: Julia All in favour, Carried Note an error in the minutes that Tom’s name appears twice
3	Business Arising: 1. Committee Development and Proactive Advising – Leanne Warren – Sign up for Joint AAC meeting on March 30 in Waterloo a. Many of the Guelph AAC members plan to attend the Area Accessibility Advisory Committee District Summit 2011 at the end of March in Waterloo.

-
2. Networking with local AAC's such as the University of Guelph, Conestoga College, Hospital, School Boards – For Discussion – Leanne Warren
 - a. University of Guelph AAC
 - i. Barry Wheeler from the University is very interested in meeting with Paul and Leanne.
 - ii. The AAC had several good suggestions of possible topics for this and future discussions that included:
 1. Identifying barriers on City property that the students encounter. Do the students know how to contact the City regarding barriers?
 2. Identifying the projects that each group is working on with the following in mind:
 - a. Are efforts being duplicated regarding materials that could be shared?
 - b. Are there opportunities to combine efforts and work collaboratively on projects?
 3. With students being from so many different places, the AAC wonder if there are designs or practices that could help in the City's efforts toward universal design.
 - b. Wellington County AAC
 - i. This group was intrigued with the idea of meeting and will let us know shortly.
 - c. There was discussion about further networking with other AACs with the intent to increase committee efficiencies and expand contacts.
 3. Civic Square Construction Update – For Discussion - Leanne Warren
 - a. Engineering informed Leanne that the pavers on the road would have to have angled edges or the pavers won't last very long.
 - b. The committee decided to not follow up on this information at this time.
 4. Mayor's Employment Challenge – For Discussion – Leanne Warren

	<ul style="list-style-type: none"> a. With the release of the Integrated Accessibility Standard (IAS) the committee have re-evaluated their earlier request to meet with HR staff. <p>5. AAC Member Re-application – For Information – Leanne Warren</p> <ul style="list-style-type: none"> a. New member status not known at this time.
4	<p>New Business:</p> <ul style="list-style-type: none"> 1. Sault Ste Marie, Community Input Request – For Discussion – Leanne Warren <ul style="list-style-type: none"> a. Sault Ste Marie posted a notice telling the community about the opportunity to provide feedback on the accessibility and City programs, services and facilities. This notice was brought forward by an AAC member for discussion. b. The AAC asked Leanne to see why the notice had been posted. 2. Sault Ste Marie, Vulnerable Person Registry Project – For Information – Leanne Warren <ul style="list-style-type: none"> a. As a pilot project, the vulnerable person registry is the first project of it's kind and is design to inform emergency personnel of those in that community who do not have supports in the community during an emergency. In this project "vulnerable persons" has a very clear definition. It was understood that those receiving attendant services would be unlikely to qualify as they have the potential to set up supports by talking with their service provider and preparing for 72 hours Emergency Preparedness as strongly recommended and promoted by the City's Emergency Preparedness manager, Red Cross and Emergency Management Ontario. b. More information will be available on this project upon its launch which is targeted for August this year. 3. Integrated Accessibility Standard – For Discussion – Leanne

Warren

- a. It was recommended that committee members submit any comments that they have directly to the Ministries involved as there was not enough time to coordinate a group submission.
- b. AAC members provided highlights of their concerns. The following is an overview of the concerns:
 - i. 6. Kiosks – plan for visually impaired
 1. To be interactive with people with disabilities and not have a touch screen
 2. And give them some speech complete with a headphone jack
 3. Include an orientation mode similar to the bank machines.
 4. Bank transaction pads can be inaccessible for those with limited mobility of their arms and hands
 5. Consistent uses for retail debit machines – many of the buttons are different from keypad to keypad
 - ii. 9.3 Instances where recordings be taken to use for interpreting uses upon request and prove the need.
 - iii. 12.2 And has to be fair and relevant to the individual's need.
 - iv. 19. In a time depend manner
 - v. 20. Feel that this statement appears to discriminate against volunteers/person with disabilities.

Time didn't allow for comments on the remaining sections of the proposed standard. Committee members were encouraged to contact Leanne with further comments over the next days.

4. Upcoming Ministry Public Forums – For Decision – Leanne Warren

- a. It is believed that the Accessibility Directorate will hold public meetings in the spring of 2011. The content of the meetings may focus on "getting the word out" to

	<p>businesses that they have an obligation to comply with the Accessible Customer Service Standard under the AODA. The AAC have been asked to consider if their members would attend or if they would ask the Guelph Barrier Free Committees members to attend as that committee works with businesses.</p> <ul style="list-style-type: none"> b. AAC members asked that this item be brought forward at the April meeting for further discussion as concerns include: <ul style="list-style-type: none"> i. The implications of the AAC taking on this task ii. If the AAC are within their mandate to pass this task onto another group. c. Leanne to ask other municipalities have had this discussion with their AAC members. <p>5. Guelph Barrier Free Committee Update, National Access Awareness Event, Accessible Recreation Day – For Information – GBFC Member</p> <ul style="list-style-type: none"> a. GBFC Member Carin Headrick reported that the Barrier Free committees will sponsor Access Recreation Day during National Access Awareness Week. The event will be held at the West End Community Centre, 21 Imperial Rd. on Thursday June 2 from noon until 6 p.m. The theme of the day “Come on out and give it a try!” b. AAC Members are interested in staffing a booth with AAC information. Further planning to take place at the April meeting. <p>6. Parking increase for event parking – Janice</p> <ul style="list-style-type: none"> a. On April 1st the event parking will increase from \$2 to \$5. Janice raised a concern regarding an individual situation. b. Janice was encouraged to contact Leanne to discuss further.
5	<p>Identify and Assign Future Agenda Items:</p> <ul style="list-style-type: none"> 1. Accessible Building standards
6	<p>Next Meeting:</p> <p>April 19, 2011 from 3 – 5 p.m. City Hall Room 112</p>

MEETING MINUTES



MEETING **City of Guelph Accessibility Advisory Committee**

DATE Tuesday, April 19, 2011

LOCATION City Hall – Room 112

TIME 3:00 – 5:00 p.m.

CHAIR: Jennifer Popkey Bergen (3 – 4:45) then Mary Grad (4:45 – 5:00)

PRESENT: Jennifer Popkey Bergen, Laurie Lanthier, Doug Grove, Janice Pearce Faubert, Jane McNamee, Cathy McCormack, Tom Goettler, Mary Grad, Brad Howcroft, Leanne Warren (Liaison/Minutes),

REGRETS: Paul Reeve, Julia Phillips, Carin Headrick, Tanya Davies, Cory Chisholm, Sharon Van Manen (Leave)

ITEM #	DESCRIPTION
--------	-------------

1	Welcome
2	<p>Approval of the Agenda Addition to Agenda: Elections Canada – Tom Goettler Motion: Doug 2nd: Mary All in favour, Carried</p> <p>Approval of Minutes of March 8, 2011 Motion: Tom 2nd: Cathy All in favour, Carried</p>
3	<p>Business Arising:</p> <ol style="list-style-type: none"> 1. Committee Development and Proactive Advising – Leanne Warren – Sign up for Joint AAC meeting on March 30 in Waterloo <ol style="list-style-type: none"> a. Several Guelph AAC members attended the Accessibility Advisory Committee Summit 2011 at the end of March in Waterloo. The committee reviewed the feedback form from the event and will complete and return the form to Leanne as soon as possible.

2. Networking with local AAC's such as the University of Guelph, Conestoga College, Hospital, School Boards – For Discussion – Leanne Warren

- a. University of Guelph AAC coordinators Laurie Arnott and Barry Wheeler met with Paul and Leanne.

The following topics were discussed:

- i. Q: We asked with regard to identifying barriers on City property that the students encounter, do the students know how to contact the City regarding barriers?
A: Students would benefit from having a link on the University website that leads to City services like the new phone number for snow removal related to windows. Leanne has sent the phone number to Barry.
- ii. Identifying the projects that each group is working on with the following in mind:
Q: Are efforts being duplicated regarding materials that could be shared?
A: It's felt that efforts are not being duplicated.
- Q: Are there opportunities to combine efforts and work collaboratively on projects?
A: Public information was identified as an area where combining our efforts may be of benefit. If the Barrier Free holds a panel of people with disabilities, it would be possible to contact Barry to see if there is a student with a disability who could add insight from that age group such as a student who uses a service animal.
- Q: With students being from so many different places, the AAC wonder if there are designs or practices that could help in the City's efforts toward universal design.
A: Barry reported that students are very happy with the larger concrete bus stops. This program has made it possible for some students to use the conventional buses service.
Further, Laurie mentioned a new program called Guelph Accessibility Project. The program would distribute good, used equipment. The group working on this project are looking for storage space for the equipment.
- iii. It was determined that there is benefit to staying in touch as projects develop.
- b. AAC members asked Leanne to follow up with Barry to suggest free online advertising venues such as FreeCycle may be a good resource for acquiring used equipment. There was also a suggestion to recommend that coaching on how to use the equipment could be of

benefit for program recipients.

3. Civic Square Construction Update – For Discussion - Leanne Warren
 - a. Workers are gearing up and re-mobilising on April 18th
 - b. There is work to do under the roadway, and then the landscaping and surface works will begin. The road will be closed for the initial work (with the sidewalk remaining open as before).
 - c. Leanne has been told that stores are to remain open on a daily basis, there will be some temporary plywood bridging and access work during some of this to keep pedestrian flow.
4. Sault Ste Marie, Community Input Request – For Discussion – Leanne Warren
 - a. Leanne reported that it is her understanding that the advertisement brought up was part of the City's compliance for the AODA Accessible Customer Standard.
5. Upcoming Ministry Public Forums – For Decision – Leanne Warren
 - a. The Accessibility Directorate will hold public meetings during May and June 2011.
 - b. The theme of the forums is "Actioning Accessibility through Customer Service".
 - c. The target audience for the forums are municipal officials and staff that are involved in accessibility and economic development activities, AACs and municipal seniors' committees, as well as representatives of business and seniors' organizations.
 - d. AAC members asked that this item be brought forward at the April meeting for further discussion as concerns include:
 - i. The members who plan to attend this event would like to get a sense of the concerns from the Guelph AAC if asked to take on this task:
 1. The committee comments included:
 - a. Who would you go to if there was a problem? The Mayor, the province?
 - b. No legitimate use of authority.
 - c. The AAC can advise, but to who? AAC are only here to channel information to our councils.
 - d. The AAC is here to advise, not to police or make cold calls on businesses. We can only talk to those we know in business. That's not very many businesses when one considers how many businesses are in Guelph.
 - e. Who is informing the businesses?
 - f. Those who cannot enforce cannot do this work

	<ul style="list-style-type: none"> g. Are the AAC members expected to work with our MPP? h. What is the role of the Ontario Human Right Tribunal in this process? i. Liability is a concern j. Massive undertaking with a knowledge base of the laws <ul style="list-style-type: none"> ii. If the AAC are within their mandate to pass this task onto another group. <ul style="list-style-type: none"> 1. Does this mean that the AAC are accepting some level of responsible in the first place? What does that role look like? 2. There doesn't seem to be a local division office for the Accessibility Directorate of Ontario to carry out the task of administrating the process for the Province such as how the OPP are administrated, as an example. e. Leanne asked other municipalities if they have discussed the added task of informing businesses and non-profit organizations that they need to comply with this provincial standard. There is certainly a concern with these volunteers taking on this task. Some are concerned that the volunteers will need to deal with business owners who don't react in a nice way regardless of how they find out the information. There is also a concern about misinformation being given or businesses being missed. Some questions what the potential for liability would be in these cases. f. The committee members who plan to attend the forum will be able to report what they learn at the next AAC meeting in June. <p>6. Guelph Barrier Free Committee Update, National Access Awareness Event, Accessible Recreation Day – For Information – GBFC Member</p> <ul style="list-style-type: none"> g. The Barrier Free Committees' Access Recreation Day during National Access Awareness Week will be held at the West End Community Centre, 21 Imperial Rd. on Thursday June 2 from 12:00 (noon) until 6 p.m. The theme of the day "Come on out and give it a try!" <p>AAC Involvement: The co-op student will set up a schedule early in May for AAC who are interested in handing out information about the AAC and accessibility information.</p>
4	<p>New Business:</p> <ul style="list-style-type: none"> 7. Update on City's Facility Accessibility Design Manual (FADM) – For Discussion – Ann Pappert <ul style="list-style-type: none"> a. The FADM mentions that the standard should be reviewed every 3 – 5 years. The FADM has been in place since the end of 2005. The

City had anticipated that the Provincial standards would be law by the end of 2010 however another Ministry who oversees the Ontario Building Code (OBC) have announced that the built environment submission has been deemed an "area for further research". It is therefore believed that a review of the FADM is timely. As a result, a report will be going to Community and Social Services Committee to provide them information about the scope and timing of this document review process. This project will inform future capital projects.

- b. The AAC members were asked to provide input on concerns with the current FADM and on their involvement in this project

The following is a summary of their advice and response to the question above:

THAT the:

1. AAC recommend that they have representation on a steering committee,
2. Committee continues to support that this standard exceed the Ontario Building Code; and
3. AAC ask that City reports back to AAC at key milestones

Motion Mary

2nd Tom

CARRIED

8. Downtown Patios – For Discussion – Ian Panabaker

- a. Downtown Renewal is exploring the potential and issues related to expanding the patios in the downtown to bring additional people to the downtown core. This change follows an order from the Liquor Control Board of Ontario (LCBO) that businesses are not to cross pedestrian ways with open liquor.
- b. Further research demonstrated how some municipalities, like Halifax, have installed temporary boardwalks to act as "summer sidewalks" during the months that the outdoor cafes are open. The solutions presented address the order mentioned above.
- c. Ian proposed a potential location to pilot one of the "summer sidewalks" layouts. In this case the patio will be located on the sidewalk. Pedestrians will be diverted to the boulevard adjacent to the sidewalk.
 - i. The Boardwalk mentioned in the research is not included in this pilot. There are likely to be changes to parking in this scenario.
 - ii. The Pilot as outlined by Ian:
 - a. The surface in this boulevard area is pavers. Ian mentioned that Operations will repair the pavers so that the surface meets the FADM and ensure the surface is

	<p>smooth.</p> <ul style="list-style-type: none"> b. Parking will not be affected in this trial. c. Planters and guard rails will be used to define the route. d. Increase the vitality of downtown while regarding accessibility. e. Additional way finding cues (i.e. white line painting) could also be included <ul style="list-style-type: none"> iii. Concerns raised by the AAC members include: <ul style="list-style-type: none"> a. Uneven surface in the boulevard area. The committee identified issues with the surface to be a key concern. b. That committee members not in attendance be given a chance to provide feedback, notably those who are blind c. Navigating around a tree could be difficult for those who are not really steady on their feet iv. The committee recommended that the legislation leading to the order by the LCBO be confirm with the LCBO. v. Next steps: <ul style="list-style-type: none"> a. Ian will refine the drawing with more detail and circulate it back to the group. <p>9. Accessible Integrated Standard – For Information – Leanne Warren</p> <ul style="list-style-type: none"> a. The Ministry report on their website that: “We anticipate that the proposed Integrated Accessibility Regulation will be enacted in 2011, pending government approval.” <p>10. Elections Canada – Tom – for Information – Tom brought posters which states that Elections Canada is asking for feedback.</p>
5	Identify and Assign Future Agenda Items:
6	Next Meeting: June 21, 2011 from 3 – 5 p.m. City Hall Room B

MEETING MINUTES



MEETING **City of Guelph Accessibility Advisory Committee**

DATE Tuesday, June 21, 2011

LOCATION City Hall – Room B

TIME 3:00 – 5:00 p.m.

CHAIR: Paul Reeve

PRESENT: Paul Reeve, Doug Grove, Janice Pearce Faubert , Jane McNamee, Cathy McCormack, Tom Goettler, Brad Howcroft, Julia Phillips, Carin Headrick, Tanya Davies, Leanne Warren (Liaison/Minutes)

REGRETS: Laurie Lanthier, Mary Grad, Sharon Van Manen (Leave), Cory Chisholm, Jennifer Popkey Bergen

ITEM #	DESCRIPTION
--------	-------------

1	Welcome
2	<p>Approval of the Agenda Motion: Jane, 2nd: Cathy All in favour, Carried</p> <p>Approval of Minutes of April 19, 2011 Motion: Doug, 2nd: Jane All in favour, Carried</p>
3	<p>Business Arising:</p> <ol style="list-style-type: none"> 1. Civic Square Construction Update– For Information/Review of Test Installation – Leanne Warren <ol style="list-style-type: none"> a. The committee met on site on Carden where the pavers had been installed along the north sidewalk. The installation was not yet complete in that the pavers had not been compacted and the sand that sets the pavers has not been installed yet. The committee will view the pavers again once they have been compacted. b. Committee members agreed that the pavers with the truncated

domes should be installed so that the width of the strip is equivalent to the length of the pavers.

2. Downtown Patios – For Discussion – Leanne Warren

- Since the committee last met the Ontario liquor licensing legislation was revised to allow open liquor to be transported across public pedestrian crossings between designated serving areas.
- With this understanding in mind the committee recommend that the 2006 agreement with Corporate Realty should be resumed.
- Further, the committee recommend that considering the 2011 patio season was underway at the time of this change, that the agreement should resume for the 2012 patio season, and subsequent years.

3. Update on City's Facility Accessible Design Manual (FADM) – Status – Leanne Warren

- The City is moving forward with the review of the FADM and plan to complete the process by the end of this year. Leanne asked the AAC members to provide feedback on anomalies or concerns in the current document by July 7th. Gathering this information is the first step of the review process. Staff will be also asked to provide this information.
- The AAC will also provide feedback on the draft document which is expected to be ready for comment in about the beginning of October.

4. Accessible Integrated Standard – For Information – Leanne Warren

- The Ministry of Community and Social Services has stated that resources will not be provided by province until the autumn of 2011. With this in mind City staff are busy developing tools that will assist with compliance.
- The committee received a paper version of the standard and were sent a link to the electronic version.
- Leanne provided an overview of the requirements.

5. Ministry's AAC Forums – For Decision – Leanne Warren

- Leanne, along with AAC members who attended, provided an overview of the information that was presented at the Burlington forum. The topic of the forum was Actioning Accessibility Through Customer Service.

Committee drafted a recommendation that is to be confirmed at the August meeting. The draft recommendation is as follows: The AAC welcome the opportunity to support the City, and possibility economic development, if they decide to assist the province in promoting the Accessible Customers Service Standard.

The AAC members believe that it is important to note that:

- Any support would need to fall within the committee's terms of reference,
- Members have not been given the tools to educate the public;
- Support may lead to a goal stated by some committee members, to be an accessible city. This includes businesses.

6. Networking with local AAC's such as the University of Guelph, Conestoga College, Hospital, School Boards – For Discussion – Leanne Warren

Further to the meeting reported in the last minutes, Leanne has received an email from a group at the University of Guelph stating that:

- The not-for-profit, volunteer organization trying to organize the used equipment exchange at the University of Guelph are hampered by the need for space to store the equipment. Not too much space is needed but easy access and parking are essential.
- If anyone should happen to hear of potential storage space for equipment, please let Leanne or Paul know.

7. Local Area Networking – For Discussion - Leanne Warren

On March 25 Leanne forwarded the committee the presentations from the local area networking meeting. As a follow up, members provided suggestions for future topics that include learning more about the barriers experienced by those with cognitive disabilities and how to spearhead and advised for public education campaigns such as a bicycle approaching a pedestrian who is hard of hearing.

4	<p>New Business:</p> <p>8. Working Committees – For Discussion – Leanne Warren The committee would like to continue to have the following subcommittees and will determine which committee members will participate on at the August meeting:</p> <ul style="list-style-type: none">• Pedestrian• Transit• Recreation <p>9. Other</p>
5	<p>Identify and Assign Future Agenda Items:</p>
6	<p>Next Meeting: August 16, 2011 from 3 – 5 p.m. City Hall Room 112</p>

MEETING MINUTES



MEETING **City of Guelph Accessibility Advisory Committee**

DATE Tuesday, August 16, 2011

LOCATION City Hall – Room B
TIME 3:00 – 5:00 p.m.

CHAIR: Paul Reeve

PRESENT: Paul Reeve, Doug Grove, Janice Pearce Faubert , Jane McNamee, Cathy McCormack, Tom Goettler, Brad Howcroft, Carin Headrick, Tanya Davies, Laurie Lanthier, Mary Grad, Cory Chisholm, Jennifer Popkey Bergen, Leanne Warren (Liaison/Minutes)

REGRETS: Julia Phillips, Sharon Van Manen (Leave)

ITEM #	DESCRIPTION
--------	-------------

1	Welcome
2	Approval of the Agenda Motion: Jane, 2nd: Doug All in favour, Carried Approval of Minutes of June 21, 2011 Motion: Janice, 2nd: Carin All in favour, Carried
3	Business Arising: 1. Review of City’s Facility Accessible Design Manual (FADM) – Meeting with consultant to discuss submissions – Leanne Warren a. AAC members met with Thea Kurdi, Accessibility Specialist for Designable Environments Inc., the company contracted to carry out a review of the City’s Facility Accessibility Design Manual. Several suggested edits were noted from the AAC as well as some sections that have been or may be problematic in the future.

-
- b. Designable Environments has been asked to review for common practices in other municipalities, as well, to consult the Americans with Disabilities Act Access Guidelines.
 - c. The Excel attachment contains a detailed break down of the items identified to date.
 - d. Research is progressive as requirements change
 - e. Location of signage related to the message on a sign was discussed. Those who are blind need to be able to find signs related to wayfinding and other important messages.
 - f. Grade one Braille may be a better fit
 - g. The locking mechanisms for washroom stalls were discussed. The styles mentioned in the FADM include the large accessible rotating button and the slide lock.
 - h. Change tables are too high
 - i. Concerns were raised about the colour and non-smooth surface that may be present when pavers are used in pedestrianways
 - j. The committee agreed that an asset management section is worth considering
 - k. It was noted that product solutions are forever evolving

2. Accessible Integrated Standard/Transit Growth Strategy – For Information – Michael Anders (General Manager, Community Connectivity and Transit)

- a. AODA – IAS – Guelph Transit is a member of the Ontario Transportation (OCTA). This organization is working on resources for Transit services.
- b. See presentation transit technology study
- c. It was report by Transit that
 - i. 91 bus upgrades will take place over the next couple of months.
 - ii. Bus stop posts will be installed rather than using a hydro pole. Multiple information signs will wrap around the post rather than sticking out.
- d. With regard to the Transit facility, Guelph Transit are working with Leanne to finalize the signage plan.
- e. When in new terminal, will there still be bus stops in the

square.

Transit Growth Strategy:

- a. New service model will be introduced in fall – will have peak (6-10) 15 min service and 30 in mid day and at the end of work day, back to 15 min.
- b. New routes are available on website
- c. Revamping community bus service. The new route is expanded greatly – will run 6 days/week from 8:30 a.m. to 4:30 p.m.
- d. Runs on a fixed route but doesn't have a fixed stop
- e. Will be run with mobility vans and goes to key centres like health centres or shopping centre.
- f. Riders know when the Mobility van is a Community bus as Transit plans to put signage on it
- g. Community bus can stop at a bus stop
- h. AAC members were concerned about flagging down the bus for passengers who are blind as they won't know which vehicle is the bus were raised.
- i. Transit will train drivers to stop for regular passengers. Transit will work with individuals to see if there are solutions.
- j. Riders will know when to expect the bus at a particular time.

Transit also reported that:

- a. There can consider bring the community bus to the food bank however conventional buses do stop within walking distance from the food bank
- b. The routes have been a balancing act
- c. The Grange seniors bus stop was moved because of concerns raised by residents. The route was re-initiated and the 13 will stop at Grange existing bus stops.

More AAC concerns included that the new routes won't go into St Josephs Health Centre.

Transit explained that the new routes are a system rather than components. The recommendation was to not go into St Josephs for now. Transit will consider concerns.

	<p>Concerns that stops are being taken away where people will need them rather than adding more stop were raised.</p> <p>3. Ministry's AAC Forums – For Decision – Leanne Warren During the last meeting a draft motion was brought forward as to the AAC involvement in spreading the word about the Accessible Customer Service Standard. The AAC asked Leanne to connect with the Chamber of Commerce to give them the committee's support as the Chamber informs their members of this standard</p>
4	<p>New Business:</p> <p>1. AAC Orientation Manual Annual Review – For Approval – Leanne Warren The manual was approved as presented. Motion by Cathy, 2nd by Carin. CARRIED</p> <p>2. Working Committees – For Discussion – Leanne Warren Pedestrian Transportation Recreation Send out outstanding items and highlight the focus of each committee and ask members to let me know which sub-committee they will sit on</p> <p>3. AODA Integrated Accessibility Standard – Workbook – Leanne Warren There was some discussion about the standard however the committee will revisit these items at the October meeting.</p> <p>4. Other – There are concerns that sidewalk snow removal may be reduced in the 2012 budget. Leanne to find out more information.</p>
5	<p>Identify and Assign Future Agenda Items:</p>

6

Next Meeting:

October 18, 2011 from 3 – 5 p.m. City Hall **Room 112**

MEETING MINUTES



MEETING **City of Guelph Accessibility Advisory Committee**

DATE Tuesday, October 18, 2011

LOCATION City Hall, Room 112 (no need to sign in as room is by Council Chambers)

TIME 3:00 – 5:00 p.m.

CHAIR: Paul Reeve

PRESENT: Paul Reeve, Doug Grove, Janice Pearce Faubert, Jane McNamee, Cathy McCormack, Brad Howcroft, Carin Headrick, Tanya Davies, Laurie Lanthier, Mary Grad, Jennifer Popkey Bergen, Leanne Warren (Liaison/Minutes)

REGRETS: Cory Chisholm, Tom Goettler, Sharon Van Manen (Leave)

ITEM #	DESCRIPTION
--------	-------------

1	Welcome
2	<p>Approval of the Agenda Motion: Jane, 2nd: Julia All in favour, Carried</p> <p>Approval of Minutes of August 16, 2011 Motion: Janice, 2nd: Cathy All in favour, Carried</p>
3	<p>Business Arising:</p> <ol style="list-style-type: none"> 1. Review of City’s Facility Accessible Design Manual (FADM) – Meeting with consultant to discuss submissions – Leanne Warren <ul style="list-style-type: none"> • Bob Topping from Designable Environments has been hired to assist in the review of the FADM. • Earlier in the day Bob and Leanne met with City staff for their input. As a result of the comments from this morning, Bob asked the following input from the

committee.

- Staff asked why the word “shall” should be used. The AAC recommended that the word “must” be used instead. Recommendation by Janice and 2nd Brad, Carried.
- Staff were wanting clarification on the term “Site” in the 2005 FADM.
 - It was reported that staff are using a combination of the Ontario Public Standards and some are using the FADM.
 - The AAC are concerned about consistency and cautioned that street furniture can be a hazard for people with a disability
 - Recommendation that the FADM be applied to road allowance and rights of ways in the City of Guelph. Recommended by Mary, 2nd Carin. Carried
 - The AAC are concerned with sale materials being set out on the sidewalk as the 1830 mm of clear space may not be available once sale materials are set out. As a result the AAC recommend that sidewalks that are too narrow to accommodate 1830mm clear path of travel that a minimum clear path of travel of 1370mm must remain regardless of the season and that passing and turning spaces are provided no more than every 9 m to allow for mobility devices to turn and pass according to the FADM. Recommendation by Julia, 2nd Cathy. Carried.
- A sub-committee was set out to meet with Leanne to make recommendations to consultant. Members include: Tanya, Janice, Julia, Cathy, Jen and Laurie.
 - The committee recommends that the change table’s height be lowered and that the sub-committee include determining this height in their recommendations.

2. Accessible Integrated Standard/Transit Growth Strategy – For Information – Michael Anders (General Manager, Community Connectivity and Transit)

Bus stops at St Joseph's Health Centre – The City and St Joseph's Health Centre are currently working through a land lease agreement.

The service will include an in-bound and out-bound bus to St Joseph's. It is expected that the stop will be in place by January.

Accessible Integrated Standard - Transit

- Preparing for implementation of IAS for 2012 – #49 which is the courtesy seat signing. Ontario Public Transportation Agency (OPTA) has assigned a working group to develop an implementation strategy. The strategy is expected to include guidance on how to address requesting a person without a disability to vacate the courtesy seating. OPTA will be working with a marketing firm on this project – These resources are expect in November and should satisfy one of the IAS requirements.
- Michael report that Fred will meet with Leanne to implement the IAS.
- The AAC recommended that a visual display also announce that accessible seating be vacated for a rider with a disability as the passenger being asked to vacate may be Deaf or not able to hear the request.
- The Mobility fleet is 8. Additional funds will be coming forward for 3 buses this fall. The Elf buses will be replaced (due to getting old/wear & tear).
- Two Mobility buses will be used for the Community bus and there will be one used for to provide transportation to a medical clinic.
- There will be 7 mobility buses providing the same or better level of service than is provided today.
- Concerns were raised regarding the Community bus. Michael stated that Transit is willing to work with the AAC to work out concerns for the Community bus.
 - Concerns include passengers who are blind not being able to flag-down a bus. Transit will be in communication with the community bus while it is

	<p>on the road.</p> <ul style="list-style-type: none"> ○ Transit will see if riders can call into the next bus system to see where the bus is. Transit reported that there will be Community route bus stops. Routes will be colour coded. The Community bus will have the designator sign on the front of the bus that is permanently on the front of the bus. ○ The AAC asked if information will be provided to riders? Michael reported that brochures are being prepared now and that information is available on the website. ○ The Community bus primarily will be marketed to seniors but anyone can use it but the signage will make the bus distinct. It collects regular fair (it's not free!) ○ The AAC asked if there will be some information on the website that will provide a text version of the new bus route map? Michael reported that Transit staff will assist those who call the office. <p>3. Accessible Integrated Standard/Employment – Deferred to next meeting</p> <p>4. Accessible Integrated Standard/Review of Workbook Sheets from last AAC meeting.</p> <ul style="list-style-type: none"> ● With regard to wayfinding and signage, it was reported that the subway line in Portland might be a good resource as there was Braille. Leanne to research.
4	<p>New Business:</p> <p>1. Affordable bus pass – Potential for New Program – For Discussion – Barb Powell</p> <ul style="list-style-type: none"> ● The affordable bus pass program has been presented to Council. This program is an extension of the subsidized bus pass program. ● No cap on the program so that no one is turned down. ● Bus passes will be funded 50% of the regular transit bus pass fare. ● The affordable bus pass will expand to include children and

seniors.

- The City will looking to AAC for advice as the program develops.
- The program will be based on the low income (LICO) threshold.
- The Poverty Elimination Taskforce has supported the proposal and the rate of \$36 (50% of the adult bus pass).
- Community Services will come back to the group if the program is approved by council.

2. Review of :

a) Report to Community and Social Services Committee –
Discussion - All

2 reporting schemes:

1. bi-annual report with an AAC member making the presentation. PP to be submitted to preview.
2. An information report from the other four meetings that summarizes the AAC's meeting and concerns.

Permission from AAC to add a section to the AAC agenda that the committee list the meetings items to highlight for Community and Social Services Committee

The AAC can also prepare a report in between meetings for time sensitive items. This would be through the chair. Be consistent with terms of reference. To be discussed further at the next meeting.

Add to agenda: Items for CSS report.

Further discussion on this topic at the next meeting.

3. Working Committees – For Discussion – Leanne Warren -
Deferred

4. FM System now available in Council Chambers and meeting room 112 – procedures also in place with Security staff – For Information – Leanne Warren

5. Other – Round abouts in Kitchener. On the news October 17, 2011. There was a girl (pedestrian) that was badly injured on a roundabout. AAC members believe that the high school where the girl was hit is lobbying the city to remove it.

5	Meeting Adjourned: 5:15pm
6	Next Meeting: December 20, 2011 from 3 – 5 p.m. City Hall Room 112

MEETING MINUTES



MEETING **City of Guelph Accessibility Advisory Committee**

DATE Tuesday, December 20, 2011

LOCATION City Hall, Room 112 (no need to sign in as room is by Council Chambers)

TIME 3:00 – 5:00 p.m.

CHAIR: Paul Reeve

PRESENT: Paul Reeve, Doug Grove, Janice Pearce Faubert, Jane McNamee, Cathy McCormack, Brad Howcroft, Carin Headrick, Tanya Davies, Laurie Lanthier, Mary Grad, Julia Phillips, Jennifer Popkey Bergen, Leanne Warren (Liaison/Minutes), Lynne Briggs (Manager-Partnerships and Inclusion)

REGRETS: Cory Chisholm, Tom Goettler (On Leave)

ITEM #	DESCRIPTION
--------	-------------

1	Welcome
2	<p>Approval of the Agenda Motion: Mary, 2nd: Jane Under the heading of "Other" add Letter regarding bus stop on Elmira Rd serving Flaherty Dr. for Discussion. All in favour with amendment, Carried</p> <p>Approval of Minutes of October 18, 2011 Motion: Doug, 2nd: Cathy Add Julia's name All in favour with amendment, Carried</p>
3	<p>Business Arising:</p> <ol style="list-style-type: none"> 1. Review of City's Facility Accessible Design Manual (FADM) – Project Status – Leanne Warren <ol style="list-style-type: none"> a. All staff and AAC input have been submitted to the consultant. The final draft is expected during the first two weeks of January. At that time we will only have one week to review and submit any

comments.

- b. The goal is to have this project presented to council in February.
- c. The next stage of the project is to carry out a facility audit. This will be the first audit the City has done using the FADM
- d. The following are highlights of the AAC subcommittee's recommendation:
 - i. The consultant provided a document outlining Winnipeg's Heritage Facilities standards which include thorough language on how to balance both designated historic features and accessibility. The committee are in agreement with the use of this document.
 - ii. Area of Rescue will now be Area of Refuge as experience would tell us that rescue is rarely required. A safe area that is fire rated is often what is needed.
 - iii. Protruding objects that would require a cane detectable member at 26-1/2 inches has been changed to have this member at 13 inches from the ground.
 - iv. The height of the change table in the individual washrooms will be lower at 18 – 20 inches. This was related to the height of a chair as well it is similar to the height of a toilet seat. A "L" shaped grab bar will also be added to this scenario with installation being similar to how the toilet relates to the "L" shaped grab bar in that scenario.
 - v. Technically infeasible with regard to viewing positions in a retro-fit situation will be clarified as in many cases too many facility elements would need to be adjusted. Some situations are truly technically infeasible.
 - vi. The AAC agree with staff that slopes should not be less than 2% as ice can result causing a serious hazard.
 - vii. The use of unit pavers and imprinted asphalt/concrete are now recommended as not for use in a pedestrian route however accessible pedestrian routes can be banded by these types of treatments.
 - viii. The proposed addition of standardizing the decibels of hand dryers (to our knowledge manufacturers currently determine the decibels of their own products without a standardized method) is an emerging area with little or no reliable research found, similar to wayfinding. Both of these proposed sections will be further researched and be considered for addition in the next FADM update.
- e. The AAC has decided to continue with the subcommittee as a resource for the City to call upon. The sub-committee was thanked for provided such valuable feedback. The AAC recommend that the sub committee review the final draft. Carin and Brad can be a

-
- resource for the committee. Best future meeting times include the second Monday or Wednesday of a month from 3 until 5 p.m.
- f. AAC recommended that committee members could provide some insight for staff during short training sessions.

2. Chair and Vice-Chair positions–Discussion and Possible Vote - Leanne Warren

a. Chair Position

- i. Paul Reeve will step down as the chair after the December meeting. He will continue to be a member of the AAC and will provide guidance as the past-chair.
- ii. The committee called for nominations of the Chair position.
 - a. Vice-chair Jennifer Popkey Bergen was nominated by Janice and 2nd by Julia. [Carried]
- iii. Paul was thanked for his work as the chair.

b. Vice-chair Position

- i. The committee called for nominations of the Vice-chair position.
 - a. Brad was nominated by Mary and 2nd by Carin pending his re-appointment to the committee. [Carried]

3. Snow phone line – For Information – Line is now available – 519-837-5648

4. ODA Plan - Talk about the current plan and the 2013, first AODA plan – 5 year plan

- a. Current Plan, will be brief (now 40 page and is expected to be under 20 page so that it is easier to read)
- b. The requirements of the 5 year AODA plan were discussed:
 - i. Multi-year plan that
 - a. Outlines strategy to prevent/remove barriers/meet requirements
 - b. Posted on web and offer in accessible format upon request
 - c. Review and update at least once every 5 years
 - ii. Consult with persons with disabilities and AAC
 - iii. Annual status reports on progress of measure in multi year plan
 - a. Posted on web and offer in accessible format upon request
- c. The AAC made the following recommendations:
 - i. AAC members feel that they are in an ideal position to share their knowledge of the barriers to full participation that residents may experience. They believe that those who are the decisions makers have the most impact on the customer experience. With this in mind, the AAC plan to develop an

awareness information session.

- a. The Committee recommended that all councillors and senior managers gain support from the AAC through a sharing of information regarding disability awareness. The purpose of the information is to provide a good understanding of the impact of barriers that keep citizens from fully participating in our community. Motion: Carin, 2nd Julia. [Carried]
- b. A sub-committee was developed with the purpose of drafting a generic, capacity building, information session with the focus of awareness, inclusiveness and the removal of barriers to full participation. The subcommittee will consist of: Doug, Brad, Jane, Jennifer, Carin, Janice, Laurie, Cathy, Julia, Janice. This sub-committee may meet by conference call to accommodate members who cannot attend in person.
- c. There was a suggestion to develop the session so that the information is generic and could potentially be used by any community group. The sub-committee will keep this suggestion in mind.

5. Accessible Integrated Standard – What is next for 2012?

- a. Deferred to February meeting

6. Accessible Integrated Standard/Transit Growth Strategy – For Information – Michael Anders (General Manager, Community Connectivity and Transit)

- a. Michael handed out the route map for the Community Bus and the new route packages. He reported that the information is available online.
 - i. At the request of an AAC member, Michael also noted that the new schedule is available in a text format or by contacting Transit reception.
- b. Michael told the committee that:
 - i. Transit will be in Stone Road Mall and Quebec Street Mall to answer questions regarding all of the new Transit programs and routes.
 - ii. The 2012 Budget allows for 365 days of Transit service.
 - iii. Fare Parity on Mobility services will start on January 1, 2012. This means that all fare media that is currently accepted on the conventional buses will also be accepted on the Mobility buses. This includes the “Free Fridays” programs that provide free transportation to Guelph Storm hockey games.
 - iv. Fare parity will also included Mobility scheduled taxis (Booked through Mobility only).

-
- v. Michael mentioned that those who are registered with CNIB and carry a CNIB card may qualify for the Mobility Service for the winter months. Those interested should apply to Mobility. Applications are considered on a case by case basis.
 - c. AAC and Michael reported that all feedback with regard to the St Joseph's Health Centre bus stop location has been positive.
 - d. Michael reported that Transit has started a program with GO called GO Transit Fare Integration. Shuttle buses will provide transportation for the early morning runs. At times these buses will be Mobility buses however they won't be in this capacity during Mobility hours. See Transit's website for more details.
 - e. Transit has received 3 new buses of a different style than the current buses. These new buses will be in service in January. Transit expects a better level of service from these buses as they are the choice of Metrolinks. The buses are General Motors vehicles. This would suggest that replacement parts will be much more readily available than the Elf style buses that are being retired over the next year.
 - f. Priority Seating requirement in the Integrated Accessibility Standard (IAS):
 - i. The Ontario Public Transportation Agency (OPTA) is developing an implementation package to assist transportation companies to be compliant with the IAS.
 - ii. With a standardized message passengers will be able to travel in any Ontario community and understand the expectations of this designated priority seating.
 - iii. The OPTA package has 2 stickers. The sticker for the priority seating depicts people with a physical disability while the courtesy seating sticker depicts a senior, an expectant woman and a passenger travelling with a stroller.
 - iv. The communication piece is not ready yet.
 - v. The stickers have been developed but there is a delay in the release of the communications package.
 - vi. Guelph Transit already has an existing program for the priority seating on its buses.
 - g. Transit has received 4 new Nova buses. These new buses will have perimeter seating which will leave more manoeuvring space for passengers who use a mobility device.

7. Accessible Integrated Standard/Employment

- a. Dana Nixon, City of Guelph's Manager of Staffing and Workforce Planning, reported that the Human Resource department has completed the Employment Emergency Response policy and intake form which is required under the Accessible Integrated Standard.

	<p>The program was rolled out to staff the week prior to this meeting.</p> <ul style="list-style-type: none"> b. With regard to other requirements in the IAS Employment section, Dana reported that they are similar to the current Employment Standards. The main difference is that recording the policies and processes is required by the IAS. c. Dana reported that the City has adopted a diversity plan for staff that will be developed during 2012. The 2014 IAS requirements fit with this plan and are expected to be complete in advance of the requirement dates. d. When asked about when the City invites a person to disclose a disability, Dana responded that the City offers an accommodation at the time of the interview. The AAC believe that this is good because if an accommodation is provided that individuals will be able to show their abilities. e. Dana was asked if the City has looked at recruiting people with a disability. Dana responded that the city has partnered with employment organization and hired individuals this way. They are looking to improve their outreach and education with managers and staff. She added that the City’s diversity strategy looks at how to interest a more diverse workforce. f. Dana further explained that the City has looked at the essential duties of many positions and has since removed requirements like: <ul style="list-style-type: none"> i. The need to have Grade 12 as the city is interested in ability and experience; and ii. In some cases the need to have a driver’s license. g. AAC noted that stating the requirements of excellent written and communication skills or phone skills can discourage individuals who are Deaf from applying for all of the positions where this is noted. Requirements like this can be a barrier for those who are Deaf or who have speech difficulties. The AAC asked that requirements like be considered if they are really required to carry out the tasks of the job. h. Dana talked about a workforce census that the City is currently undertaking. The purpose is to see where there may be hiring gaps that may suggest barriers for individuals. i. AAC asked if there were any stories that have come out of the work placements. The AAC offered to help the City promote their efforts. j. Dana to send a copy of policy to Leanne for distribution to the AAC.
<p>4</p>	<p>New Business:</p> <ul style="list-style-type: none"> 8. Affordable bus pass – Potential for New Program – Project Status – Lynne Briggs <ul style="list-style-type: none"> a. Moving forward staff are looking at all of the elements of a complex

process as they develop the application for the Affordable Bus Pass program and work to coordinate with the existing Subsidized Bus Pass program processes.

- b. The affordable bus pass will be coming into affect in July 2012. At that time there will be a \$6 increase for those who currently purchase a Subsidized Bus Pass. This increase will bring the cost of the current pass program and the Affordable Bus Pass program inline.
- c. Its felt that communicating the changes of these programs to individuals and support agencies will be key to program success.
- d. Staff will be meeting weekly.
- e. We would like to use the AAC as a place to check in. We will report again at the February meeting.
- f. The program will be defined around April.
- g. Expect to learn more details at the February meeting.

9. Report to Community and Social Services Committee – Discussion - All

- a. Two reporting schemes:
 - # 1. A bi-annual report with an AAC member making the presentation. PP to be submitted to preview.
 - # 2. An information report from the other four meetings that summarizes the AAC’s meeting and concerns.
- b. Permission from AAC to add a section to the AAC agenda that the committee list the meetings items to be highlighted for Community and Social Services Committee.
- c. Outcome of the reports: Raises profile as the AAC is a large committee that meetings 6 times a year on important issues.
- d. Reporting can be seen as identifying barriers and increasing awareness.
- e. Highlights from this meeting – 3.1.f: AAC recommended that committee members could provide some insight for staff during short training sessions.

10. Accessible Pedestrian Signals (APS) – For Discussion – Doug Grove

- a. There are concerns that staff said the APS’s were to be done during the infrastructure funding would have an APS. This didn’t take place on all intersections such as:
 - i. Speedvale and Metcalf;
 - ii. Delhi and Eramosa
- b. Follow up: Invite Engineering and Operations (APS) to an AAC meeting soon.

11. Other

- a. Letter regarding bus stop on Elmira Rd serving Flaherty Dr. - For Discussion - All:

	<ul style="list-style-type: none"> i. The AAC decided to focus on the City's: <ul style="list-style-type: none"> a. Communication of the public consultation process, b. Process for responding to concerns like this; and c. Process to accommodate an individuals in this type of situation b. Leanne to coordinate this information for a future AAC meeting.
5	Identify and Assign Future Agenda Items:
6	<p>Happy Holidays to all AAC members!</p> <p>Meeting Adjourned: 5:05 pm</p>
	<p>Next Meeting: February 21, 2012 from 3 – 5 p.m. City Hall</p>